

---

**TEST INFORMATION GUIDE**

---

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Liquor Control Special Agent II** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

---

**I. INVESTIGATION & INTERVIEWING****(18 Questions)**

Employees in this job conduct on-site inspections of retail liquor operations and investigate complaints involving the liquor industry. This section of the exam tests your knowledge of investigative and interviewing techniques used to ensure compliance with liquor control laws. Test question topics include:

- Admissibility of evidence;
- Rights of the person being investigated;
- Preparing investigative reports;
- How to handle individuals who are upset or hostile;
- Appropriate course of action when illegal activities are detected;
- Interviewing techniques;
- Inspection rules and etiquette.

**II. ILLINOIS LIQUOR CONTROL LAWS****(17 Questions)**

Employees in this job inspect premises and financial records to determine compliance with the provisions of Illinois Liquor Control Commission laws. This section of the exam will test your knowledge of the provisions of these laws. Test question topics include:

- Locations and times that alcohol sales are permitted;
- Rules regarding the suspension, fine or license revocation of violators;
- Illinois Liquor Control law terminology;
- Required record keeping by retailer;
- Retailer liquor license acquisition procedures.

**III. READING COMPREHENSION****(10 Questions)**

Employees in this job spend a great deal of job time reading and interpreting legal material such as Liquor Control Commission laws, in order to determine whether businesses are in compliance with all applicable laws and regulations. This section of the exam tests your ability to read and interpret written material by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.

**--OVER--**

#### **IV. RECORDS & REPORTS**

**(10 Questions)**

Employees in this job must be able to examine and evaluate licensee records while conducting on-site inspections. Employees must also be able to record this information in a logical manner on structured report forms. This exam section tests your knowledge of record keeping and report writing. Test question topics include:

- Appropriate handling and use of confidential information;
- Effective record keeping and report writing techniques;
- Record keeping terminology;
- Inventory terminology.